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From: John D. Cowart

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Phone Number: 937-445-1310

If you encounter any problems during transmission, please call the above phone number. Thank you.

Applicant is re-sending a copy of Applicant's reply to the office action of April 12, 2004, in this application. Applicant originally filed the reply by First-Class Mail on July 9, 2004, as evidenced by the First-Class Mailing Certificate on the document itself. In a phone call with the Examiner on November 18, 2004, Applicant's representative learned for the first time that the Examiner did not receive a copy of this reply. On the Examiner's instruction, Applicant is now faxing a copy of the reply, as originally submitted last July, to the Office's central fax line.

Please contact Applicant's representative at the number listed below with questions.

With best regards,

John D. Cowart, 38,415

Phone: 858-485-4903



JMS WHO-4

MAIL ACKNOWLEDGMENT

X-2211-41 1299

Serial Number 10/055,828	Date Filed 10/26/2001	TO PATENT AND TRADEMARK OFFICE Please acknowledge date received and return card to NCR Corporation
Inventor's Name M. Reed et al.		
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<input type="checkbox"/> Issue Fee	<input type="checkbox"/> Maintenance Fee	
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<input type="checkbox"/> IDS	<input checked="" type="checkbox"/> Docket Number (10007)	
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10007
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 MAIL ACKNOWLEDGMENT X-2211-41 1259		TO	
Serial Number 10/055, 828		Date Filed 10/26/2001	
Member's Name M. Reed et al.			
ITEM MAILED			
<input type="checkbox"/> Issue Fee	<input type="checkbox"/> Maintenance Fee	PATENT AND TRADEMARK OFFICE	
<input checked="" type="checkbox"/> Amendment	<input type="checkbox"/> Application Papers	Please acknowledge date received and return card to NCR Corporation	
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JUL-09-2004 09:48 AM J & CHRISTINE COWART. 85 780 8881

P.02

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

NCR Corporation Docket No. 10007

Customer No. 26890

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In re application of: REED, M., et al.

CENTRAL FAX CENTER

Serial No. 10/055,828

NOV 19 2004

Filed: October 26, 2001

For: DETERMINING CUSTOMER FEEDBACK

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Transmitted herewith is an amendment in the above-identified application.

☒ No additional fee is required.

The fee has been calculated as shown below:

CLAIMS AS AMENDED

FOR	Claims Remaining After Amendment		Highest Number Previously Paid For	Extra Present	Rate	Additional Fee
Total Claims	32	-	32	0 X	\$ 18 =	\$ 0
Independent Claims	3	-	3	0 X	\$ 86 =	\$ 0
Total additional fee for this amendment ---->						\$ 0

- * If the entry in Column 2 is less than the entry in Column 4, write "0" in Column 5.
- ** If the "Highest Number Previously Paid For" in this space is less than 20, write "20" in this space.
- *** If the "Highest Number Previously Paid For" in this space is less than 3, write "3" in this space.

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Deposit Account No. 50-1673.

Respectfully,

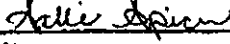


John D. Cowart
Reg. No. 38,415

CERTIFICATION OF MAILING UNDER 37 CFR 1.8

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July 9, 2004

By: 
Name: Sallie Spicer

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P.03

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

RECEIVED
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NOV 19 2004

Applicant: Michael L. Reed, et al.

§ Group Art Unit: 2177

Serial No.: 10/055,828

§

§ Examiner: Wong, Leslie

Filed: 10/26/2001

§

For: Determining Customer Feedback

§

§ Atty. Dkt. No.: 10007

§

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450REPLY TO OFFICE ACTION MAILED MARCH 12, 2004

This is a reply to the office action dated March 12, 2004, in this application.
Please reconsider this application and allow all of the claims.

Amendment to the Title appears on page 2 of this paper.

Amendments to the Claims appear in the listing of claims which begins on
page 3 of this paper.

Remarks/Arguments begin on page 7 of this paper.

CERTIFICATE OF MAILING

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7-9-04 Sallie Spicer
Date
Sallie Spicer

AMENDMENT TO THE TITLE

Please amend the title of this application by deleting the current title in its entirety and replacing it with the following title:

AN AUTOMATED SYSTEM FOR RATING CUSTOMER FEEDBACK.